

Roadpost Partner Zone

What Is It?

The Roadpost Partner Zone is a portal that allows dealers to self-manage their Roadpost account. It replaces the existing Satcom Partners portal and introduces many exciting features. The Roadpost Partner Zone will allow you to:

- Efficiently manage your business 24/7 without Roadpost staff intervention
- Effortlessly activate and recharge Iridium Prepaid services from your own inventory
- Quickly make online hardware purchases, from SIM cards to antennas
- Easily access resources such as brochures, images and presentations
- Conveniently manage your account by accessing invoices, order summaries, and more

Services

The services section allows you to activate and recharge individual and multiple Iridium Prepaid Cards in as close to real-time as possible.

Manage Services

The Manage Services page displays all your active services in a table along with important information such as the status of the card and your customer's name. Don't worry; customer information is for your convenience only and we will not use it at any time.

You can select cards with a same status to action multiple services at once. For instance, here's how you would recharge multiple prepaid cards at once:

1. From the Manage Services page, check off all the services in "Active" "Status" to recharge them at the same time.
2. Click the "Extend or Recharge" button.
3. Select the service and any other available options from the drop-downs and click submit.
4. You will be taken to the Shopping Cart. Review the card information and click "Proceed to Checkout".
5. Your default address will already be loaded in the "Bill To" field. Click the "Continue" button.
6. If you have previously been approved to be invoiced, "Invoice" will be displayed. If you pay by credit card, you will need to enter the required information. You will have the option to add a PO Number, but it's not required. Click the "Continue" button.
7. Review your order information and click the "Place Order" button when ready.
8. A confirmation page will load and an order ticket reference number will be provided for all web orders. Click on the reference number and you will be redirected to the "Orders" page where you will be able to see the details of all your orders.

Activate Iridium Prepaid Cards & Recharge / Extend Iridium Prepaid Cards

This section lets you Activate and Recharge or Extend a single service. The card selection is listed as products, similar to other ecommerce stores. From here, you will be able to choose from multiple actions. For instance, here's how you would activate a single Iridium Standard Prepaid card:

1. Click the "Activate Iridium Standard Prepaid Card" product.
2. Click the "Customize and Add to Cart" button.
3. Enter your customers' "Service Number / MSISDN" along with their name and email.
4. Select the prepaid card minutes you would like to add to the card under "Activation Products".
5. Click the "Add to Cart" button.
6. You will be taken to the Shopping Cart. Review the card information and then click "Proceed to Checkout".
7. Your default address will already be loaded in the "Bill To" field. Click the "Continue" button.
8. If you have previously been approved to be invoiced, "Invoice" will be displayed. If you pay by credit card, you will need to enter the required information. You will have the option to add a PO Number, but it's not required. Click the "Continue" button.
9. Review your order information and click the "Place Order" button when ready.
10. A confirmation page will load and an order ticket reference number will be provided for all web orders. Click the reference number and you will be redirected to the "Orders" page where you will be able to see the details of all your orders.

Products

The products section is setup like most online shops that sell hardware. Products are organized into categories based on hardware type. This is also where you would find blank SIM cards. Each category page allows you to select the product category and filter products by "Manufacturer" and "Network".

You can "Add to Cart" along with a quantity directly from each category page without having to click on each product. You also have the option to add certain products to your Favourites.

For example, here's how you would order Iridium Extreme satellite phones and blank Iridium Prepaid SIM cards:

1. Click "Satellite Phones" on the left, under "Category".
2. Enter the desired quantity under the "Iridium Extreme Complete Kit" and click "Add to Cart".
3. You will be taken to the "Shopping Cart". Click on "Products" in the main navigation at the top.
4. Click "SIM Cards" on the left, under "Category".
5. Enter the quantity under the "Iridium Prepaid SIM Card" and click "Add to Cart".
6. You will be taken to the "Shopping Cart" where you will see the Iridium Extreme and blank SIM cards listed.
7. Review the products, quantities and totals. Click "Proceed to Checkout" when you're ready.
8. Your default address will already be loaded in the "Bill To" field. You will have the option to select a different shipping address. Click the "Continue" button.
9. If the "Ship to different address" was chosen, the "Ship To" field will be displayed with your default shipping address. Choose one of the addresses listed or create a "New address". Click the "Continue" button.

10. The next step is “Shipping Method”. You will be presented with the available shipping options with couriers and dynamic rates based on the products in your cart and the shipping location. Select your preferred shipping option and click the “Continue” button.
11. If you have previously been approved to be invoiced, “Invoice” will be displayed. If you pay by credit card, you will need to enter the required information. You will have the option to add a PO Number, but it’s not required. Click the “Continue” button.
12. Review your order information and click the “Place Order” button when ready.
13. A confirmation page will load and an order ticket reference number will be provided for all web orders. Click on the reference number and you will be redirected to the “Orders” page where you will be able to see the details of all your orders.

Shipping

Please note that we have a new and improved shipping service that provides multiple courier options (if available) including Purolator and an option to choose your own method. The new shipping service also provides multiple service options and dynamic rates based on the contents of your cart and the location of the shipment destination. The new rates are lower than the current ones, so we are positive that you will be happy with this change!

Resources

The Resources section replaces the previous Partner Portal. It contains all the marketing and sales material. Unlike the previous Partner Portal, the resources are organized by category rather than by network. For instance, follow these steps if to find Iridium brochures:

1. Click “Resources” in the top main navigation.
2. Click “Marketing” from the left navigation.
3. Select “Brochures” from the list.
4. You will see a list of all brochures, grouped by network.
5. The Iridium brochures will be listed, along with the file type and size.
6. Click on a file to download it to your computer.

Account

The account area allows you to view information relating to your account such as login info, Favourites, and all invoices and orders.

My Dashboard

The Dashboard gives an overview of your Account Information such as logins, account numbers as well as your default billing and shipping addresses.

Favourites

Favourites enable you to create a list of products that you can add to your shopping cart at a later date, or share with friends. You can add products to your Favourites at any time while browsing products.

Invoices

Here you will find all your invoices (online and offline) along with your Account Balance and Credit Limit. You can view dates, PO #'s if applicable, invoice amounts and customer information. For more details on an invoice, simply click on the invoice # and a detailed PDF document will open.

Orders

Here you will find all orders you have placed, both online and offline. The table displays the "Order Type" so you can quickly identify the contents of each order. You can see the amounts, reference #'s for online orders and their status. For example, a "Complete" status means that the order is shipped. For more information on an order, simply click on the order # and a detailed web page will open.